



**INFORMATION  
TECHNOLOGY SERVICES**  
George Mason University®

# Annual Report

**FY  
2024**

# Who We Are

Information Technology Services (ITS) is George Mason's central IT organization. We provide IT resources, systems, services, and support to the university community. Six groups comprise ITS, and in FY2024, ITS employed nearly 275 employees and 74 students.



## Our Groups

- Academic Strategies
- Enterprise Applications
- Enterprise Infrastructure Services
- Enterprise Service Delivery
- IT Security
- Learning Support Services

# Our Mission

Collaboratively implement and support technology that enriches teaching and learning, research, and university operations



## Our Values

Communication  
Innovation  
Integrity  
Respect  
Teamwork

# Our Vision

To inspire life-changing learning and success for our students and for the entire George Mason community by providing superior technology and collaborative solutions

## Our Principles

1

Engage with our customers and partners to align resources

2

Incorporate lifecycle planning to develop sustainable services

3

Value our people by encouraging their professional growth, promoting their well-being, and recognizing excellence

4

Ensure that information technology assets are protected and monitored to reduce university risk

5

Deliver solutions that catalyze student success

6

Respond with agility to changing technology needs



# Providing Services and Support to Make George Mason Great

- Application Integration
- Aquia Data Center
- Business Intelligence & Databases
- Collaborative Technologies
- Communications & Project Management
- Computer & Software Resources
- Data Governance & Integration
- Email & Telecom
- Enterprise Applications
- GMU-TV
- Infrastructure & Network
- IT Security
- Learning Management Systems
- STAR Lab & CLUB
- Systems Integration
- Technology & Classroom Support
- Technology Enhanced Classrooms
- Videoconferencing & Telepresence
- Virtual Computing Lab
- Web Content Management



# A Year in Review

- Configured and deployed the new version of the Patriot Web pages for faculty in all Banner instances providing a more modern look and feel consistent with the rest of the Patriot Web upgraded applications.
- Developed a new application to automate the manual process of integrating payments into student accounts in Banner eliminating the need for manual entry and enhancing efficiency.
- Modified the Course Evaluation and Registration System to implement a new workflow for approving courses for Honors College Credit. Honors College students can now submit their requests for Honors (HNRS) subject course equivalency reviews.
- Redesigned, developed, and implemented improved processes that manage potential student enrollment activities. These processes depend on monetary deposits from potential students, representing an affirmative intent to enroll at George Mason. Errors in the process were introduced through TouchNet System deposits. The TouchNet System is now aligned with university processes, stopping the introduction of errors into George Mason systems (Salesforce and Banner). This change also decreased the time support staff must provide error handling and correction assistance.
- Refreshed and renovated classroom technology in 64 spaces across the Mason Square, Fairfax, and SciTech campuses to meet university standards. The updates included redesigning the classroom layout, upgrading AV equipment and digital displays to include web conferencing, and installing new ADA-compliant furniture.
- Implemented the Chrome River P-Card Module which frees up Fiscal Services from managing independent password resets for cardholders because the system uses Single Sign-On (SSO) and end users now have one place to conduct expense reporting transactions for the university. Additionally, the Procurement team can leverage the standard workflow and approval system, eliminating a once very manual process to increase efficiency. The new module provides better reporting and compliance than the previous system.

# A Year in Review

- Standardized most ITS-hosted WordPress sites into the official George Mason WordPress theme. This helps maximize efficiency in managing and supporting WordPress sites and provides end users with a more consistent, mobile-responsive, and accessible experience. This also provides easier management of multiple sites, the ability to roll out code fixes more quickly and efficiently, and better enforcement of university web processes.
- Set up Google Tag Manager and Google Analytics 4 for sites that did not have them and upgraded for sites that were running now retired versions. Over 90% of our inventoried sites have GA4 and GTM implemented for improved user data.
- Revised the process for requesting access to Banner and the MicroStrategy Reports, which expands access and provides a smoother and more modern experience.
- Conducted a pilot within the College of Engineering and Computing (CEC) to provide access to five classes (237 students and 11 faculty) to explore AWS for their cloud computing class needs. This pilot allowed CEC students to gain knowledge in creating AWS environments while managing costs and building partnerships with ITS. This also provided an experience for the Office of Research Computing to gain insight into setting up AWS environments for future use cases and needs.
- Selected the vendor to implement Salesforce Education Cloud, which will establish a unified student lifecycle organization and enhance the overall student experience.
- Implemented the first integration with Banner using George Mason-supplied Ellucian Ethos middleware and training to build additional integrations using in-house expertise at a greatly reduced cost.

# A Year in Review

- Improved the faculty hiring system used by all academic and administrative departments to hire faculty and admin/faculty. The system streamlines hiring by automatically generating contracts and routing requests for approvals.
- George Mason's Central Human Resources teams worked with the Office of the Provost, Budget & Planning offices, and ITS to learn about, configure, document, and roll out the PageUp system to replace the previous applicant tracking system. This platform allows George Mason to capture electronic position description information and carry that data directly into the Recruitment & Applicant Tracking System module forming a comprehensive talent management solution.
- Implemented TDX Asset and Change Management modules to enhance the data capabilities, provide effective, centralized, and accurate Asset Management (AM), and enable standard Change Management (CM) processes, workflows, and methodologies.
- Improved the common matching algorithm to address the top data issues of multiple PIDMs (Personal ID Master) and provide a foundation to continue (as part of regular operations) improving other sources of multiple PIDMs.
- Developed, piloted, and deployed a Technical Business Solution Intake Process to accept requests from university communities. Processes are in place to work with requesters and subject matter experts to guide the requests through the Domain Council process and become projects or other pathways such as Workflow, Automation CoE, and compliance.
- To simplify the on-campus user experience for non-residents who roam between Wi-Fi in academic/administrative buildings and residence halls, numerous support documents and communications materials associated with MASON-SECURE SSID were updated to support the shift to eduroam. George Mason's recommended network.

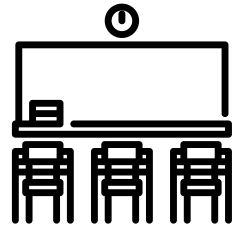


**739,943**  
ITS Website  
Knowledge Base Views

 **1,984,292**  
Total ITS Website  
Page Views

**28,354**  
University Courses  
Supported

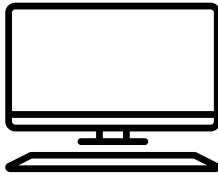
**126,506**  
Class Sessions  
Supported



**11,190**  
Computer Lab Hours  
Used

**3,292**  
STAR Lab Users

**5,811**  
STAR Lab equipment  
checkout



**1,035**  
Computer Lab  
Unique Users

**3,895**  
CLUB Users

**25,022**  
LinkedIn Learning  
Hours Viewed

 **10,488**  
LinkedIn Learning  
Total Unique Users

**23,913**  
Total Support  
Center Calls

**29,349**  
Total Support  
Emails Sent



**2,287**  
Citrix Virtual Lab  
Unique Users

**53**  
Patriot Virtual  
Computing  
Unique Users

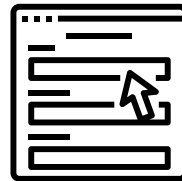


**22,849**  
Citrix Virtual Lab  
Sessions

**1,288**  
Patriot Virtual  
Computing Sessions

**6,425**  
Dynamic Forms

**1,631**  
Support Center  
Walk-up Customers



**61,000**  
Patriot Web Users

**1,374**  
Banner Admin Users



**392,964,078**  
Threat Messages

**219,230,706**  
MS365 Emails Received

**357**  
OneDrive Storage  
Used (TB)


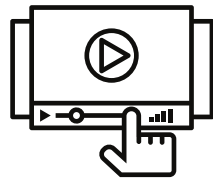

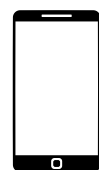







**98,977,785**  
OneDrive Total Files

**491,188**  
Meetings

 **2,152,562**  
Participants

INFORMATION TECHNOLOGY SERVICES ANNUAL REPORT 2024

<p><b>43,249</b> Blackboard Avg. Monthly Users</p>		<p><b>6,358,675</b> Graded Bb Submissions</p>	<p><b>1,679,709</b> Kaltura Total Plays</p>	
<p><b>34,421</b> Honorlock Secure Exam Sessions</p>	<p><b>46,004</b> Collaborate Sessions</p>	<p><b>183,761</b> Lockdown Browser Exam Sessions</p>	<p><b>118,812</b> Total Uploads</p>	
<p><b>8,565</b> Managed PCs</p>		<p><b>3,057</b> Managed Macs</p>	<p><b>2,482</b> Mobile Mason Monthly Visitors</p>	
<p><b>86</b> GMU-TV Video Projects</p>	<p><b>50</b> Video Enhanced Courses Supported</p>	<p><b>175,000</b> GMU-TV Program Views</p>	<p><b>21,154</b> Vonage SMS Received</p>	<p><b>37,500</b> Mobile Mason Devices</p>
<p><b>232</b> DocuSign Users</p>		<p><b>22,587</b> DocuSign Envelopes</p>	<p><b>4,236</b> Vonage SMS Sent</p>	
<p><b>1,212</b> MyHub Teams Created</p>	<p><b>284</b> MyHub Groups Created</p>	<p><b>764</b> MyHub Groups Renewed</p>	<p><b>421,950</b> Vonage Inbound Calls</p>	<p><b>114,074</b> Vonage Outbound Calls</p>
<p><b>3,074</b> MyHub Teams Renewed</p>			<p><b>213</b> Completed ASRB Requests</p>	
				<p><b>386</b> New Computer/Device Installation</p>
				<p><b>157</b> Desktop Consultations</p>
				<p><b>827</b> Computers Repaired</p>



Phone Number

**703-993-8870**



Email Address

**support@gmu.edu**



Website

**its.gmu.edu**



**GEORGE  
MASON  
UNIVERSITY®**